

Q&A: Accessing EBL

1. *How is EBL different from other ebook providers?*

EBL offers a variety of innovative and flexible ways for libraries to purchase and use reference ebooks, tailored specifically to the needs of university and research librarians and their patrons. EBL provides **title-by-title selection** of recent and relevant ebooks for **multiple concurrent access** and electronic reserve, as well as offering **chapter-level lending** and **course pack tools**.

With EBL's sophisticated **Demand-driven Acquisition** tools, Libraries have optimal control over their selection and budgeting processes – without purchasing anything that their patrons do not need. And, EBL ebooks are available for purchase and **perpetual ownership** – there is no need to pay to use the same content again each year or to pay for content that your patrons are not using.

Ebooks can be either read online or downloaded to a PC or laptop and transferred to a PDA or reading device. EBL only requires that patrons or the library have Adobe Reader installed on their computers. **No proprietary plug-ins are needed.**

2. *What subject areas does EBL cover?*

EBL works with hundreds of leading academic publishers worldwide. EBL's catalogue contains content in a broad range of disciplines. Particularly strong in STM (Science, Technology and Medicine) and Business, EBL also carries a very rich selection of content in Arts, Humanities, and Social Sciences.

3. *How are ebooks accessed?*

Ebooks can be accessed through a library's OPAC by an 856 link in a catalog record or via general URL to the EBL catalogue. An ebook accessed from an 856 link will take a patron directly to the requested ebook within EBL.

Once a student has been authenticated, they can perform simple and advanced searches, including full-text searches. Librarians choose whether they want their patrons to be able to search and browse all EBL content or just those titles that the library owns.

4. *Do library patrons need a user name and password combination to access ebooks?*

No. In most cases, EBL can be set-up to integrate with the library's existing authentication protocols. EBL can be easily accessed through EzProxy, Athens, Shibboleth and various other custom authentication protocols.

5. *Can EBL ebooks be read online and off-line?*

Yes. EBL ebooks can be read in the browser online or downloaded to a computer, laptops, and PDAs, or reading device and read offline.

6. *What software is required for reading EBL ebooks?*

EBL does not require the use of proprietary plug-ins or software. For reading online, patrons are only required to have Adobe Reader installed. For downloading, patrons need Adobe Digital.

7. *Can patrons copy, paste, and print ebook content?*

Patrons can print up to 20% of an ebook's total content and can copy and paste up to 5%.

8. **How is access managed for downloaded content?**

EBL's Digital Rights Management enables librarians to specify ebook borrowing periods according to content type. When a loan expires on an ebook that has been downloaded, the user's access automatically "turns off" until they renew. Patrons do not need an internet connection to read downloaded ebooks and printing and copying is allowed in the downloaded ebook.

9. **Are EBL ebooks compatible with any reading devices (hardware)?**

Yes. EBL ebooks can be transferred to any reading device that can host Adobe Reader Digital Editions software. Currently, the Digital Editions software is compatible with a growing number of ebook readers. You will find an up-to-date list of compatible readers on our blog – <http://blog.ebllib.com/?p=633>.

10. **What access permissions apply to ebooks?**

EBL has offer three different access models, the most common of which is Non-Linear Lending™. Optional models include a Textbook Lending model and Unlimited Access model, for reference materials and content with specific circulation requirements.

Non-Linear Lending

Non-Linear Lending™ provides multiple concurrent accesses to content, according to librarian settings. Each "copy" of an ebook that a library purchases via Non-Linear Lending™ allows up to 325 loan instances per year. At the end of the lending year, these 325 loan instances automatically renew at no additional cost.¹

Textbook

EBL's Textbook Lending model functions the same way as Non-Linear Lending™, but access is limited to a maximum of three simultaneous users.

Unlimited Access

Unlimited Access ebooks have no restrictions on the number of loan instances or number of simultaneous users allowed.

11. **What constitutes an ebook loan instance?**

EBL ebooks have a **free browse period** (10 minutes for owned books and 5 minutes for non-owned books). When a book is browsed, it is not counted as a loan instance. A loan instance is defined as access by an individual patron within a 24-hour period that exceeds the free browse period.

12. **How many users can access an EBL ebook at one time?**

Any number of students can access a title at the same time. EBL does not restrict concurrent use.

13. **Can patrons search any EBL titles or just those that their library has purchased?**

Librarians have the option of making any ebook in the EBL collection available for search and browse by their patrons. Some libraries choose to make the entire EBL catalogue available to their patrons, some make titles available in certain subject areas or some limit the visibility to owned titles only. Please see our documentation on [Demand-Driven Access](#) for more information about access options for access to 'non-owned' content.

¹ A loan instance is defined as access by an individual patron within a 24-hour period that exceeds the free ten-minute, per-title browsing period. Libraries purchasing additional ebook copies via Non-Linear Lending receive 325 annual loan instances per copy purchased (e.g.: two copies = 650 loan instances).

14. How many times can an online user access an ebook during a loan instance?

When an ebook is accessed online, each loan instance consists of 24 hours. A patron can access an ebook as many times as desired during the 24-hour period without incurring additional loan instances.

Libraries set their own loan periods for downloads. When a patron chooses to download a book from EBL, the number of days set by the library is subtracted from the total loan period. If a patron uses the “check-in” function within Adobe Reader before the end of the loan period, any remaining loan days are credited back to the library.²

15. How did EBL choose 325 loan instances per year for its Non-Linear Lending™ model?

EBL worked very closely with libraries and publishers alike to develop a model which allowed for multiple-concurrent access at a fair price. Publishers have indicated their acceptance of 325 loan days (*with additional free browse time*) as an approximation of a typical year’s use of a book within a multiple-concurrent access framework.

16. If a book has met or exceeded its 325 loan instances per year, what options are available?

It should first be pointed out that it is extremely rare for usage to reach the 325 annual limit. This level of usage only happens for a very small percentage of titles. In order to help seamlessly manage usage limits, the EBL admin system will send an alert to designated libraries when any EBL title is approaching the 325 annual limit. The library can customize the alert settings to set the usage trigger point (i.e. 20 loan instances remaining) and to whom the alert is sent. Customizable settings are also available to take action when annual loan instances are used up. Possible options include:

- Permitting an ebook to expire until the end of the year, when its 325 loan instances renew. In this instance, the ebook will be unavailable until the next lending year begins.
- Purchasing an additional copy of the book. This will give the library 325 more loan instances in this and subsequent years. Additional copy purchasing can be automated or mediated by a librarian.
- Initiating a Short-Term Circulation (EBL Rental) of the ebook to fulfill a specific demand niche. Rentals can be mediated or non-mediated and can be invoiced to the library or paid by the patron, as per library settings.

17. What happens if the library does not use its 325 loan instances on a given title?

Libraries receive 325 loan instances per ebook copy purchased, per annum. These renew one year from the purchase date at no charge. However unused days can not be carried over from year to year.

18. Are there other ways to access EBL titles?

EBL Short-Term Circulation (EBL Rental)

Short-Term Circulation is a pay-per-use model that can be used as an alternative to Inter-Library Lending or as a demand-driven acquisition tool. This model provides access to a *single user* for a specified period of time. For example, one-day/one-user rentals will be provided at a percentage of the total ebook list price³.

Electronic Reserve and Course Packs

Each ebook that a library purchases via Non-Linear Lending™ conveys one chapter of the library’s choosing for e-reserve or course pack access at no charge. This means that one chapter of any owned ebook can be given a separate access URL from the book (i.e. similar to a virtual photocopy for closed

² If a patron accesses that same title online or tries to download again during the original loan period, no additional days are subtracted from the total loan instances.

³ Pay-per-use prices are set by publishers as a percentage of list prices and vary according to title. EBL suggests the following pay-per-use pricing as a guideline: one day = 10-15% of list; one week = 15-20; two weeks = 20-25; and four weeks = 25-30%.

reserve). The EBL admin system enables libraries to assemble coursepacks made up of multiple chapters from different books, giving them a single access URL.

While the chapter is on e-reserve or in a course pack, the ebook remains in circulation and chapter uses do not count against the library's 325 loan instances. At any time, one chapter can be used as a reserve chapter or in a coursepack at no charge. Additional chapters can be purchased and added to the e-reserve and course pack systems at per-chapter prices.

19. How are electronic reserve lending periods determined?

Librarians select appropriate lending periods for e-reserve books and chapters using customized settings in EBL *LibCentral*.

20. Can patrons print reserve chapters or course packs? What are the restrictions?

Yes. Individual patrons (and their instructors/libraries) have the ability to create one printed copy of each reserve chapter or course pack.

Q&A: Administering EBL

1. Does EBL provide a platform for library administration, acquisition, and collection management of ebooks?

Yes. EBL's *LibCentral* provides a wealth of functionality and customization options for librarians – including an acquisition portal, collection management tools, customizable system alerts and system settings, COUNTER-compliant usage statistic and invoice reporting. The COUNTER-compliant statistics include the following:

- Book Report 1 - Number of Successful Title Requests
- Book Report 3 - Turnaways by Month and Title,
- Book Report 6 - Total Searches and Sessions by Month and Service

2. Does EBL provide MARC records with 856 links?

Yes. EBL provides free MARC records with customized 856 links for all titles in the catalogue. MARC records can be downloaded for books as they are purchased or at any time for any book or list of books. MARC records for EBL titles can also automatically be purchased from OCLC or through EBL's vendor partners.

3. Is EBL Open URL / Z39.50 compliant?

Yes. EBL is Open URL/z39.50 compliant. EBL can be set-up as a target in many of the federated search or link-resolver products.

4. Does EBL provide downloadable usage statistics?

EBL's *LibCentral* provides a range of real-time usage statistics, including **COUNTER** reports, which can be and download as Excel files.

5. Does EBL offer alerting services for ebook expirations and renewals?

Yes. Librarians can create customizable alerts and/or can choose to automatically purchase new ebook copies as needed for high-demand titles.

6. Can librarians create distinct access permissions by patron type, e.g.: undergraduate student, law student, graduate student, instructor, library staff?

Yes. EBL can be configured with different permissions for different user types. These settings are especially easy to use with the Shibboleth authentication.

7. Are there different levels of administrative permissions for librarians? Can these be changed as needed?

Yes. Librarians can approve and modify staff roles and permissions online at any time via EBL *LibCentral*.

8. Is EBL accessible for patrons having disabilities?

Yes. The portal is designed to be navigated by patrons having visual disabilities. Ebooks are also enabled with *read-aloud* functionality within Adobe Acrobat and EBL's online reader.

Q&A: Pricing

1. What does EBL's pricing convey?

When a library purchases an ebook from EBL, they own the *digital copy in perpetuity* and receive an *archive copy* to keep.

2. How are EBL's ebooks priced?

EBL is *not* a database – book purchasing is per-title. Pricing can be conceptualized in terms of content cost and platform fee⁴. EBL has devised flexible payment options that will fit any library budget – regardless of whether they want to select a few titles or make a volume purchase:

Option A: Pay-As-You-Go

Libraries with limited budgets or who require only a small selection of titles can purchase ebooks individually by paying the ebook price plus a 10% platform-fee surcharge per title.

In effect, the platform fee is 'capped' at €3,000. The 10% surcharge is applied toward the total platform fee. Once the platform fee is paid, the library will pay only the content price plus any applicable annual maintenance fees. However, it's important to note that libraries are not required to hit this (or any) mark. They can collect as many or as few ebooks as they like paying the "ebook plus 10%" price.

Option B: Up-Front Payment

Libraries who choose to pay the upfront platform fee as one lump sum receive a significant discount – they pay €1,500 instead of €3,000. After paying this one-time up-front charge, they will pay only for ebooks purchased. Their platform fee will be paid-in-full at a discounted rate.

3. Is there an annual maintenance fee?

We waive annual maintenance fees for any library spending \$3,000 a year or more on content. For libraries spending less than \$3,000, an annual maintenance fee of €500 will be charged. If applicable, maintenance fees begin one year after the platform fee is paid off.

⁴ Libraries pay list price for ebook content and a platform fee or annual maintenance fee for the EBL platform. Ebook prices are set by the publishers, and we recommend that they set these at same-as-print levels

4. What happens if a library stops paying annual fees?

Library patrons will retain their access to the titles the library has purchased, and the library still owns its archive copy of the ebook (see *What These Prices Convey* below). However, librarians will lose access to the added features and functionality of EBL management portal.

5. What does EBL offer to consortia?

EBL will be announcing pricing on shared collections soon. In the meantime, we do offer incentives to consortia. EBL will offer discounts (to be negotiated per consortium) as follows:

- Platform fee discounts will be offered for up-front payment versus pay-as-you-go and for early adoption of the platform.
- Content discounts will be extended on the basis of consortial purchasing volume.

6. Is there a minimum purchasing requirement?

Libraries can purchase as many or as few titles as suit their collection and budgetary needs, with no minimum. Using EBL's pay-as-you-go purchasing option, selections can be made by paying the content price plus a 10% platform fee. Institutions making volume purchases are eligible for further discounts.

7. What is the average price of an EBL ebook?

Content prices are determined by the publishers. EBL recommends that ebook prices be set at same-as-print levels. Prices vary by discipline and publisher.

8. Are reserve uses deducted from my library's 325 annual loan instances?

No. Chapters and ebooks that are made available through EBL's textbook and reference/reserve lending models are managed independently.

9. Does EBL offer Inter-Library Lending (ILL) for its ebooks?

Certainly, ebooks offer a faster and more convenient alternative to shipping physical books between libraries. Although Short-Term Circulation (EBL Rental) is not available for ebooks that the library owns, pay-per-use access to *non-owned* ebooks is provided at prices comparable to ILL.

Short-Term Circulation provides unlimited access to an ebook for a single user at-a-time, with pricing that reflects the time period of the loan. As with all EBL content, pricing is set by the publisher, but EBL recommends the following guidelines:

- 1 day = 5-15% total ebook list price
- 1 week = 10-20% total ebook list price
- 2 weeks = 15-25% total ebook list price
- 4 weeks = 20-30% total ebook list price